

# EMERGENCY SHUTOFF PROTECTION

You may be eligible for shutoff protection of your natural gas and or electric service through April 30, 2009. The Michigan Public Service Commission (MPSC) has adopted emergency rules providing increased shutoff protections for many Michigan residential customers served by companies that the MPSC regulates. Under the emergency rules, requested by Governor Jennifer Granholm because of the cold temperatures and economic conditions in our state, shutoffs are prohibited if you:

- ◆ are 65 years old or older
- ◆ have a physical or mental disability
- ◆ have a household income that does not exceed 200% of the federal poverty level (example: \$44,100 for a family of 4) and you pay the **lesser** of the following:
  - an amount equal to 7% of your estimated annual bill
  - an amount equal to 7% of your current monthly household income
- ◆ have one or more unemployed adults in your household and you meet the income requirements
- ◆ enter the utility company's equal monthly payment plan or
- ◆ reach an agreement with the utility on a specific payment amount.

Also a utility employee who will shutoff service is required to identify him/herself, the purpose of the visit and verify that the customer or a member of the customer's household does not meet any of the conditions in the emergency rule that prohibits a shutoff.

After April 30<sup>th</sup> you will be responsible for paying any amounts not paid during the shutoff period.